



## **Extra assistance**

We do our best to provide service to customers with physical limitations, but due to the size and design of our aircraft, there are some services that we are prohibited from offering in accordance with FAA safety regulations and US DOT regulations.

## **Boarding assistance**

- Customers must be able to ascend three steps to board the aircraft. Aircraft size and design limitations may preclude the use of jet bridges, lifts, boarding chairs, or other feasible devices to enplane a customer needing assistance. When this happens, Lync Air employees will provide reasonable assistance. This assistance includes steadying a customer or providing a helping hand as the customer ascends or descends the stairs, assistance in getting to or from the seat, and assistance with loading and retrieving carry-on items and other assistive devices stowed on board. Employees are not permitted to lift or carry customers on board the aircraft or assist with medical services.
- Lync Air may offer to pre-board the customer or may suggest boarding the customer last for access to the most accessible seat, as the safest seating arrangement for such customers may vary with the situation.

## **Wheelchair assistance**

- Please advise our reservations agent by calling 1-888-LYNKAIR (1-888-596-5247) if you will need wheelchair assistance within the airport or if you plan to travel with a wheelchair. We will need to confirm that the chair can be accommodated within our limited luggage space.
- Keep in mind that for safety reasons, passengers must be able to ascend the stairs to the airplane with limited assistance.
  - One wheelchair or mobility assistive device per passenger will be accepted and transported at no additional charge, provided it can be accommodated in our limited luggage space. Please advise us if you plan to travel with your chair by calling 1-888-LYNKAIR (1-888-596-5347) and speaking to the agent. Early check-in is recommended for all passengers with assistive devices so that there is adequate

time to load the device on board and offer any special assistance that may be needed.

- Remember aircraft-based limitations. Due to space limitations of the aircraft, only collapsible, non-motorized wheelchairs (and other non-battery-powered mobility assistive devices) are accepted. Wheelchairs and other mobility assistive devices are assigned the highest boarding priority and every reasonable effort will be made to transport all customer wheelchairs and other mobility assistive devices on the same flight as the customer. There may be times, however, when space, weight, and safe storage constraints may limit the number of devices that may physically and safely fit onto the aircraft. When this happens, we will coordinate with the customer and offer the best solution available.

## Traveling with a car seat

- Children under the age of two can sit on laps, and/or child seats can be used if the parent wishes to purchase an additional seat for the lap child and they provide a FAA/DOT-approved child seat. Over two years of age, the seat criteria are listed below.
  - The safest place for your child on an airplane is in a [government-approved child safety restraint system \(CRS\)](#) or device, not on your lap. Your arms aren't capable of holding your child securely, especially during unexpected turbulence.
- The Federal Aviation Administration (FAA) strongly urges passengers to secure the child in a CRS or similar device for the duration of the flight. It's the smart and right thing to do so that everyone in the family arrives safely at your destination.